

From: Doug Hanley
To: Microsoft ATR
Date: 11/19/01 11:50am
Subject: Microsoft needs strict discipline in its business practices.

Just today it releases Office v.X for Macintosh OS X.
At this link it states its upgrades are available for \$200 at this link:
http://www.microsoft.com/mac/officex/prodinfo/t_upgrade.asp

However all the purchase links have it for \$269 or more.

This is standard with their practices, this settlement is less than satisfactory.

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